

SAVE THE DATE

May 11, 2004

Managing Workplace Conflict: Understanding the Options

ALTERNATIVES FAIR AND DISCUSSION GROUP

Frequently when we experience conflict, we can work things out by ourselves, quickly and satisfactorily. Sometimes a person feels a need for assistance in order to attempt to reach a constructive solution. Formal avenues are available to employees, such as the grievance and EEO complaint processes. Like the court system, these are “rights-based” and end with a decision-maker determining the final outcome.

Informal avenues are also available. Alternative Dispute Resolution (ADR) leaves the resolution of conflict to the persons who have the conflict. ADR can help employees improve communication, build relationships, and understand another person’s perspective. ADR is an “interest-based” option because it focuses on the interests of the parties.

By seeking to address concerns early and choosing an appropriate avenue, you can increase the chances of resolving your situation in the most timely and effective manner. Learn how to choose an option best suited to your situation. The Fair is open to all employees.

TIME: 11:30 a.m. to 2:30 p.m.

PLACE: Nassif Building, Room 2230

GENERAL INFORMATION: 11:30 a.m. to 1:00 p.m.

Several tables will be set up with information on formal and informal options.

DISCUSSION GROUP: 1:00 p.m. until 2:30

A panel of experts will work with participants to examine conflict situations and identify how formal and alternative processes apply in a real world setting.

Doing nothing about conflict is the least advisable course.